

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Mail Stop Amendment  
Commissioner for Patents  
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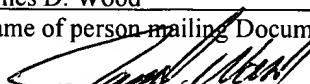


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(Date of Deposit)

James D. Wood

Name of person mailing Document or Fee

  
Signature

August 4, 2004

Date of Signature

NCR Docket No.	8598	
MMB Docket No.	1001-0627	
Application No.:	09/735,835	Confirmation No.: 5833
Applicant:	Parker et al.	
Filed:	December 13, 2000	
Art Unit:	3629	
Examiner:	Igor N. Borissov	
Title:	INTERACTION-BASED SERVICING OF BUSINESS CUSTOMERS	

AMENDMENT

Sir:

In response to the Office Action dated May 6, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** begin on page 2 of this paper;

**Remarks/Arguments** begin on page 9 of this paper.

08/09/2004 YPOLITE1 00000060 09735835

01 FC:1202  
02 FC:1201

36.00 OP  
86.00 OP

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41  
3629 ✓

## TRANSMITTAL LETTER FOR RESPONSE

Attorney Docket No. **8598 (1001-0627)**

In re patent application of: **Parker et al.**

Serial No.: **09/735,835**

Filing Date: **December 13, 2000**

Examiner: **Igor N. Borissov**

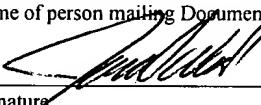
Group Art Unit: **3629**

For: **Interaction-Based Servicing of Business Customers**

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Signature  
August 4, 2004  
Date of Signature

**TO THE COMMISSIONER OF PATENTS AND TRADEMARKS:**

Transmitted herewith is an Amendment in Response to Office Action in the above-identified patent application. The fee has been calculated as shown below.

CLAIMS AS AMENDED				
	Claims Remaining After Amendment	Highest No. Paid For	Fee Calculation	Addit Fee
Total Claims	22	20	2 X 18	\$36.00
Independent Claims	5	4	1 X 86	\$86.00
Total Additional Fee Required				\$122.00

\* Enclosed please find a check in the amount of \$122.00 to cover the \$36.00 fee for two extra claims and the \$86.00 fee for one additional independent claim.

- \* Please provide any further extensions of time which may be necessary and charge any fees which may be due to Deposit Account No. 13-0014, but not to include any payment of issue fees.



August 4, 2004

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Respectfully Submitted,

A handwritten signature in black ink, appearing to read "James D. Wood".

James D. Wood  
Attorney for Applicants  
Registration No. 43,285

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